

Shipdham Surgery Feedback

June 2022

In June 2022 we visited Shipdham Surgery to speak with patients about their experience with health and social care services. From this visit we received 12 reviews for Shipdham Surgery. In addition to this we received two reviews for the surgery from promoting our visit on local community groups on Facebook.

All these reviews have an average star rating of **4.9** out of five. Only two patients did not rate the surgery as the full five stars.

Overall, patients were happy with their experience at the surgery. They told us that they were always looked after well, staff were pleasant, and that they are happy with the care they receive.

Concerns which were raised included a need for a larger car park and concerns about the ability of some patients to send in photos when needed.

Healthwatch Norfolk officers who visited the surgery noted:

A welcoming and bright waiting room. Very friendly staff, all clearly working together as a team. A small car park, with further parking across the road. A busy on-site dispensary serving the community. Work planned for the future to move the dispensary to a different room in the building with its own entry/exit and waiting room to ease the pressure on reception.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/shipdham-surgery-thetford-ip25-7la>.

A response to this report from Shipdham Surgery follows the table of reviews (page 3).

ID	Title	Review	Rating
109677	Always been excellent	Our surgery has always been excellent they always try to help are polite always. The reception team are excellent - always helpful.	5
109675	Impeccable service wouldn't ask for any more	They are patient caring they understand and listen to thoughts and problems - an impeccable service I wouldn't ask for any more	5
109616	Cannot fault the service here	I cannot fault the service here. I have been a patient for 16 years and they look after us so well. I have no complaints whatsoever.	5
109603	Always there for us	They are very good here - no getting away from it. They are always there for us.	5
109602	They Always Look After Me	It's all working well and I am pleased with it. It's great. I'm a carer and they always give me support and advice. They always look after me.	5
109601	Lovely and Welcoming	The doctors and staff are all very lovely and welcoming. They respond quickly and always help.	5
109597	Fine	It's been fine so far. I'm much happier with the service here compared to my last surgery.	5
109593	Happy With The Service They Provide	I am happy with the service that they provide. They were great during covid and tried hard to keep things going. The GP contacted me quickly. I think they're trying their best. The patient list has expanded recently. I showed up for an appointment and then found out it had been moved to a few days later. Sometimes it's difficult to get through. Sometimes I've had a two week wait for an appointment.	5
109590	Just so helpful	They are excellent they try their best even if its just a phone call they can fit in as best as possible and I have never had a problem. They are just so helpful.	5
109589	They're always pleasant	I think they're really good here always pleasant but they do need a bigger car park	5

109324	Caring helpful service	All of the staff at the surgery are friendly welcoming and caring. Even though the majority of the appointments are now via telephone if a face to face appointment is needed it is promptly arranged. Staff listen and take action. Definitely the best surgery I've ever been with.	5
109107	Outstanding service	All in the practice are professional and responsive. My family have regular contact with the practice due to long standing conditions and we have always received exemplary care from reception to nursing team doctor to dispensing service. Waiting time are reasonable and in emergency either triage or phone consultation works well.	5
109676	Before the pandemic was ok	Before the pandemic was ok. The only problem I find is they tell you to take a photo - not everyone is online. If you want to see a Dr it can be days - I don't blame the surgery I blame the Government	4
109619	Happy with the way they organise things	I am happy with the way they organise things here I never experience problems with booking appointments - the online form is a useful tool	4

Response from Shipdham Surgery

The last two years have been extremely difficult for all of us and I would like to thank our patients for supporting us and adapting to a different way of contact with us.

We have always strived to give all of our patients the best possible care and will continue to do so to the best of our ability.